

**Apprentice Administrative Assistant**

**Job Title: Apprentice Administrative Assistant**

**Accountable to: School Business Manager**

**Main Duties:**

* Answer telephone calls and transfer to staff members or take messages.
* Open and distribute post.
* Support staff with photocopying and printing requests.
* Greet visitors to the school and ensure that they are dealt with in a professional manner and in accordance with safeguarding procedures.
* Provide administrative support within the office team and for staff members.
* Work as part of a team to provide customer focused services.
* Update computerised and paper records for students as required and ensure all information is stored securely.
* Use IT applications and databases effectively to deliver administrative tasks.
* Communicate effectively with internal and external customers and colleagues.
* Assist with hospitality and arrangements for meetings/visitors.
* Be committed to and promote safeguarding to all those in the school community
* To ensure promotion and support of Equal Opportunities and Health & Safety
* Undertake other duties as directed by the Executive Headteacher, Head of School and School Business Manager.

**Key Skills:**

* Strong communication skills.
* Customer focused.
* Attention to detail.
* Ability to work in a team.

**Our students, staff, parents/carers, and governors are all focused on modelling and demonstrating the school’s Values and Expectations, in this role this means:**

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| **Cockburn MAT Values** | |
| Resilience | You take a proactive approach to prioritising work whilst providing solutions for visitors, parents, staff & students |
| Responsible | You have a ‘can do’ attitude and work as a team player and meet deadlines on time |
| Aspirational | You seek out opportunities for your own personal learning and apply it to your apprenticeship |
| Independent | You act on your initiative under the guidance of the Office Manager and admin staff |
| Respectful | You demonstrate a mature outlook and treat all users of the school with respect (staff, students & visitors) following the code of conduct at all times. |

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| **Cockburn MAT Expectations – 5 P’s** | |
| Pride | You take pride in your job and pay attention to detail, so mistakes are rarely made and regularly receive compliments |
| Positive | You are confident, able to develop positive working relationships and communicate effectively with others. |
| Polite | You are helpful and show a willingness to go the extra mile, you use the right terminology depending on your audience |
| Prepared | You are organised and are always where you should be when you should be with the right resources. |
| Punctual | Your attendance and timekeeping are excellent and you act as a role model to others |

**Things you need to know:**

**Hours**: 37 hours per week. Working hours are normally 8:00am – 4:00pm on Monday to Thursday, with a 3:30pm finish on Fridays. You will work term time only (you are paid in 12 monthly instalments) of the year. This means you only actually work 38-40 weeks of the year and have most of the school holidays off.

**Working context:** - You will be based at Cockburn Laurence Calvert Academy; however the Trust operates a flexibility protocol and there may be occasions when you are required to work in another schools within the Trust.

**Job security and promotion:** This a fixed term post available for the duration of the apprenticeship. Whilst there are no guarantees given to a subsequent permanent post, given that we have invested in your training and development we are confident that there will be opportunities for employees who demonstrate excellence in how they meet our values and expectations as well as in their job. Cockburn MAT invests heavily in staff development which has been recognised by achieving Investors in People Gold accreditation.

**Professional development:** All apprentices will have a thorough induction and personalised development plan with an identified buddy and/or mentor. You will receive regular feedback about how you are doing.

**Pay and reward**: This role will be paid at the equivalent of national minimum wage for your age group and will increase in April 2025 in line with any increases to the national minimum wage.

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| Age 18 | £6.40 per hour |
| Age 19-20 | £8.60 per hour |
| Age 21 + | £11.44 per hour |

There are a range of other benefits which are detailed in your application pack including physio and blue light discount. You will also be provided with a free lunch for the first year of your apprenticeship.

**Safeguarding:** Cockburn MAT is committed to safeguarding the welfare of children, and applicants will be subject to full employment checks, including an enhanced DBS disclosure. Please note that a criminal record will not necessarily be a bar to obtaining employment; this will depend on the circumstances and background to any offence.

**PERSON SPECIFCIATION**

Detailed below are the types of skills, experience and knowledge that are required of applicants applying for the post. The ‘Essential Requirements’ indicate the minimum requirements and applicants lacking these attributes will not be considered for the post. The points detailed under ‘Desirable Requirements’ are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential but may be used to distinguish between acceptable candidates.

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| **QUALIFICATIONS** | **ESSENTIAL** | | **DESIRABLE** | **MOA** |
| Grade C/4 or above in GCSE English and Maths | X | |  |  |
| **KNOWLEDGE/SKILLS** | **ESSENTIAL** | | **DESIRABLE** | **MOA** |
| Good Numeracy/Literacy and ICT skills | X | |  | A/Q/R/S |
| Able to communicate effectively with a wide range of people | X | |  |  |
| Able to use process documentation using Microsoft Office Application or similar | X | |  |  |
| Willingness to learn and develop administrative skills | X | |  |  |
| Good attention to detail | X | |  |  |
| Ability to work well as part of a team and independently | X | |  |  |
| Experience in delivering excellent service to internal and external stakeholders. |  | | X |  |
| **EXPERIENCE** | **ESSENTIAL** | | **DESIRABLE** | **MOA** |
| Experience working or volunteering in an office or customer service environment |  | | X |  |
| Knowledge of using office software, such as Microsoft Office/Excel. | X | |  |  |
| **PERSONAL QUALITIES** | **ESSENTIAL** | | **DESIRABLE** | **MOA** |
| Excellent time management and organisational skills | X | |  |  |
| Flexible and adaptable to fast paced work environment | X | |  |  |
| Good interpersonal Skills | X | |  |  |
| Good written and verbal communication | X | |  |  |
| Ability to think critically and problem solve basic administrative challenges | X | |  |  |
| Eagerness to learn and build new skills in administration | X | |  |  |
| **Employment is conditional on confirmation of the right to work in the UK – either as a UK or Irish citizen, under the EU Settlement scheme or having secured any other relevant work visa. If you do not have the right to work in the UK and the role does not meet eligibility for sponsorship, please consider carefully whether you meet the eligibility to apply for this position.** | | | | |
| **This role is subject to a six-month probationary period and satisfactory enhanced DBS check. As one organisation Cockburn Multi-academy Trust expects all its employees to work across any academy within the trust as and when required.** | | | | |
| **METHOD OF ASSESSMENT (MOA)** | A = | Application Form | | |
| Q = | Qualification | | |
| R = | References | | |
| S = | Selection Process | | |

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